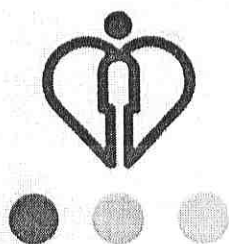


供 2009 年 7 月 30 日  
北區區議會會議使用



# Hospital Authority Annual Plan 2009/10

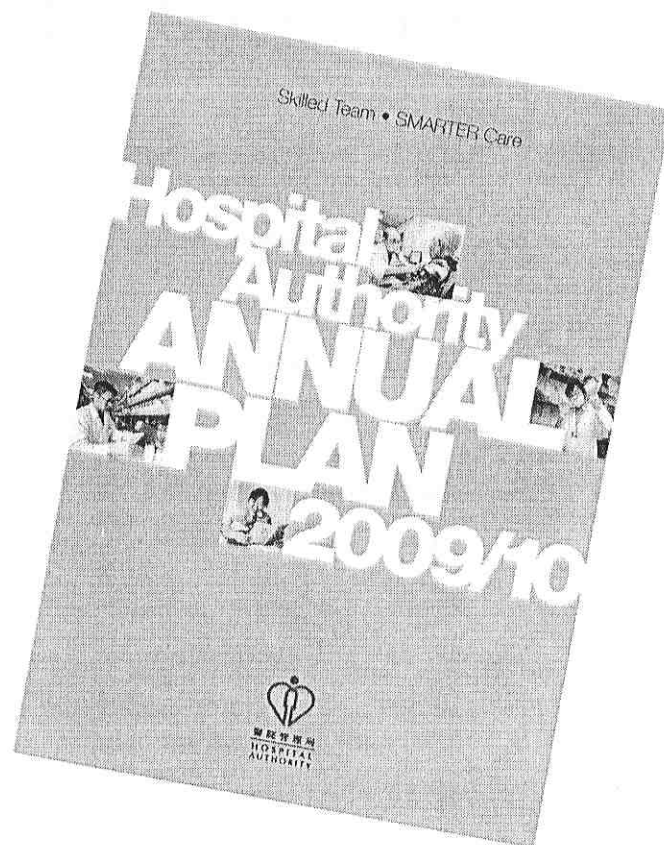
醫院管理局  
2009/10 年度工作計劃



## Main Theme 主題

**Skilled Team  
SMARTER Care**

「幹練團隊  
臻健致康」





# Skilled Team • SMARTER Care

## 幹練團隊 • 臻健致康

We aim to nurture a **skilled** and high performing workforce to provide to our patients **SMARTER** care that is  
 我們致力培育高績效的幹練員工隊伍，為病人提供「臻健致康」的服務：

<b>Safe</b>	adopting a culture of safety where the goal is to do no harm	安全	推行安全文化，切守不傷害原則
<b>Measurable</b>	according to key performance indicators	可量度	符合主要成效指標
<b>Accessible</b>	to patients at the right place right time	便捷	於適當時間在適當地點方便病人使用
<b>Relevant</b>	where right care is provided to the right patient	適切	為正確的病人提供合適的服務
<b>Timely</b>	where waiting time is acceptable	及時	可接受的輪候時間
<b>Enabling</b>	for patients to be an equal partner in patient-centred healthcare	病人參與	以病人為本的醫護過程視病人為平等夥伴，以及
<b>Respectful</b>	to patients, provided by competent and considerate staff	尊重	稱職的員工為病人設想及尊重病人



# KEY OBJECTIVES

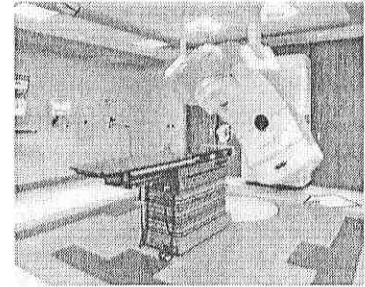
## 主要目標

1. Implement a planned response to manage growing service demand  
推行擬定對策應付服務需求
2. Improve continuously service quality and safety  
持續改善服務質素及安全
3. Keep modernizing HA  
提供現代化醫療服務
4. Build people first culture  
建立以人為先的文化
5. Maintain financial sustainability  
維持財政可持續能力



## Implement a Planned Response - Increase Service Capacity 推行擬定對策 - 增加服務量

- Life threatening diseases 危疾
  - Cancer treatment 癌症治療
    - expand the capacity of 6 chemotherapy day centres  
增加 6 間日間化療中心的服務量
    - install 2 *linacs* to provide more radiotherapy sessions  
增設 2 部直線加速器，提供更多放射治療節數
  - Other enhancements 加強其他服務
    - haemodialysis for renal patients  
腎病患者的血液透析服務
    - liver transplant service  
肝臟移植服務
    - acute cardiac care  
急性心臟科服務



## Implement a Planned Response - Reduce Demand for Hospital Care 推行擬定對策 - 減少對醫院服務的需求

- Mental health 精神健康
  - provide recovery support in the community for newly discharged psychiatric patients  
為剛出院的精神科病人提供社區康復支援
  - provide triage service at psychiatric specialist clinics for newly referred patients  
於精神科專科診所為新轉介的精神科病人提供分流服務
  - extend the psychogeriatric outreach program to 50 additional old age homes  
向另外50間護老院推展社區老人精神科外展服務



## Implement a Planned Response - Reduce Demand for Hospital Care 推行擬定對策 - 減少對醫院服務的需求

- Elderly care 老人服務
  - extend Community Geriatric Assessment Service (CGAS) to 50 additional old age homes  
向另外50間護老院推展社區老人評估服務
  - establish a community health call centre service to manage high risk discharged elderly patients  
設立社區健康電話中心服務，跟進高風險的出院年老病人



## Implement a Planned Response - Enhance Primary Care 推行擬定對策 - 加強基健服務

- Establish multi-disciplinary teams to provide risk assessment and targeted management to diabetes and hypertension patients  
設立跨專業小組為糖尿病及高血壓病人進行風險評估及針對性護理
- Develop a patient empowerment program in collaboration with NGOs for chronic disease patients  
與非政府機構合作為長期病人制訂病人自強計劃
- Set up nurse and allied health clinics at selected GOP clinics to follow up chronic disease patients and patients discharged from hospitals  
在定點普通科門診診所設立護士及專職醫療診所，跟進長期病人及出院病人
- Enhance Family Medicine training for primary care doctors  
加強為基健醫生提供家庭醫學培訓





## Implement a Planned Response - Partnership approach

# 推行擬定對策 - 夥伴協作方式

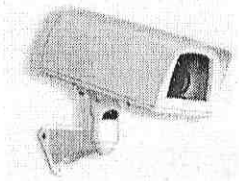
- Public-private partnership initiatives for  
公私營協作措施
  - general out-patient service  
普通科門診服務
  - haemodialysis service  
血液透析服務



## Improve Continuously Service Quality & Safety

# 持續改善服務質素及安全

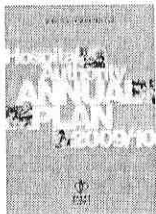
- Strengthen safety culture  
加強安全文化
  - reduce the re-use of Single Use Devices in public hospitals  
公立醫院減少重用供單次使用的器具
  - enhance physical and information security in HA  
加強醫管局的實質環境及資訊保安
    - encrypt portable computing devices  
為可攜式電腦裝置進行數據加密
    - install baby/patients tagging & CCTV system in high risk areas  
在高風險區域裝設嬰兒／病人電子手銜感應系統及安裝閉路電視系統





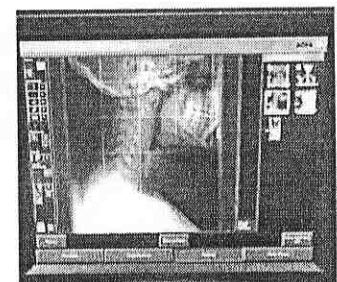
## Improve Continuously Service Quality & Safety 持續改善服務質素及安全

- Enhance quality systems  
提升質素系統
  - pilot hospital accreditation in 3 public hospitals  
在 3 間公立醫院試行醫院認證
  - conduct Patient Satisfaction Survey for hospital services  
進行病人對醫院服務滿意度調查
  - roll out a pilot Electronic Patient Relations System to promote patient engagement in quality improvement  
試行電子化病人關係系統，以促進病人參與改善服務質素



## Keep Modernizing HA 提供現代化醫療服務

- Develop the next generation of electronic Clinical Management System (CMS Phase III) to facilitate the creation of patients electronic health records  
發展新一代(第三期)電子臨床資訊管理系統，以助建立電子病歷
- Upgrade computer equipments to support filmless imaging  
提升電腦設備，以支援無底片造影





## Keep Modernizing HA 提供現代化醫療服務

- Expand the access of HA primary care clinics to special drugs to enable them to treat more complex conditions  
增加醫管局基健診所使用的特別藥物，以便治療較複雜的病症
- Widen the scope of HA drug formulary for cost-effective drugs with accumulated scientific evidence on clinical efficacy  
擴闊醫管局藥物名冊的涵蓋面，包括具成本效益及臨床實效的藥物
  - Fibrinolytics 纖維蛋白溶解藥
  - Statins 斯達汀
  - Bisphosphonates 雙磷酸鹽類藥物



## Build *People First* Culture 建立以人為先的文化

- Strengthen in-house training capacity for both clinical and non-clinical staff  
加強為臨床及非臨床人員提供內部培訓
- Pilot measures that support the career development of General Services Assistants (GSA) and Technical Services Assistants (TSA)  
推行先導措施，協助支援服務助理及技術服務助理的職業發展



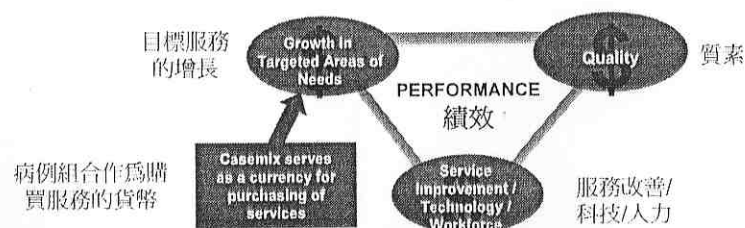
## Build *People First* Culture 建立以人為先的文化

- Put in place the refined reform strategies by phases to facilitate clinical departments to achieve doctors' average weekly working hours not exceeding 65  
分階段推行改進策略，於2009年底達致醫生平均工時不超過65小時的目標
- Refresh the design of HA's corporate identity with the launch of our newly revamped Vision, Mission and Values  
發佈及推動醫管局新制定的願景、宗旨及價值觀，更新機構形象



## Maintain Financial Sustainability 維持財政可持續能力

- Support Government deliberations on healthcare reform and financing  
協助政府探討醫療改革及融資
- Implement funding allocation model that provides incentives for productivity and quality
  - refine the newly developed internal resource allocation model of "Pay for Performance" to enhance the service and budget planning process for 2010-11  
調適新訂的「績效撥款」內部資源分配模式，加強2010/11年度的服務及預算規劃過程

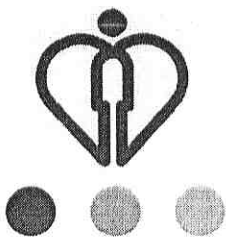






## Monitoring Mechanism 監察機制

- o Quarterly reporting to HA Board on the progress of Annual Plan program targets  
定期每三個月向醫院管理局大會匯報周年工作計劃中各計劃措施的進展



# THANK YOU

## 謝謝

